



King County
ADMINISTRATIVE SPECIALIST II
PUBLIC HEALTH- SEATTLE & KING COUNTY
ENVIRONMENTAL HEALTH/FOOD & FACILITIES PROTECTION SECTION
Hourly Rate Range \$15.35 - \$19.46
Job Announcement No: 04TA4399
OPEN: 7/5/04 CLOSE: 7/12/04

WHO MAY APPLY: This career service position is open to all qualified candidates.

WHERE TO APPLY: Required forms and materials **must** be sent to: **Employment Services, 999 3rd Avenue, Suite 600, Seattle, WA 98104**. Applications materials must be received by 4:30 p.m. on the closing date. (Postmarks are NOT ACCEPTED.) Contact Jane Bjorkman at (206)296-4632 for further inquiries.
PLEASE NOTE: Applications not received at the location specified above may not be processed.

FORMS AND MATERIALS REQUIRED: A [King County application form, data sheet](#), resume and letter of interest detailing your background and describing how you meet or exceed the requirements are required.

WORK LOCATION: Downtown Environmental Health, 2124 4th Avenue, 4th Floor, Seattle

WORK SCHEDULE: This position is overtime eligible. It works a 40-hour workweek; Monday through Friday; between the hours of 8:00 a.m. – 5:00 p.m. Days/hours/locations are subject to change due to staffing and/or customer service demands. Some rotating evenings and weekends.

PRIMARY JOB FUNCTIONS INCLUDE: This position will provide full-time Administrative Specialist II support to the Environmental Health Division/Food & Facilities Protection Section. This position is part of a clerical pool and must be able to work as part of a team. This position will be cross-trained to fill in for other positions as needed. May be trained to enter and/or verify payroll data. Incumbents may be required to train co-workers on the duties performed by this position.

- Greets, screens and triages a high volume of clients in person and on the telephone
- Responds to inquiries from both internal and external customers; provides specialized and/or technical program-specific information that requires limited interpretation of established policies, procedures, and other relevant sources.
- Assess and collect payments for a variety of services and permits
- Issues permits for a variety of Environmental Health programs
- Utilizes Windows based software to issue permits, enter data, update, and track data.
- Processes mail by retrieving, opening, sorting, attaching related documents and distributing
- Compose, proofread and edit correspondence and forms
- Assist professional staff as needed
- Conduct end of day close-out on cash register
- Maintain files; ability to stoop low and reach high

QUALIFICATIONS:

- Application materials will be used in evaluating applicants' skills, including written communication skills.
- Alpha numeric filing skills, basic math skills and the ability to enter data, complex text and numbers, with at least 85% accuracy and a minimum of 45wpm. **Applicants will be tested in these skills.**

- Skilled at using word processing and spreadsheet software to complete assigned clerical tasks. Proficiency in a windows environment and the ability to use drop down menus, point and click software, multiple screens. **Applicants will be tested in these skills.**
- Skilled at maintaining confidentiality.
- Skilled at communicating in a pleasant, non-judgmental, respectful, culturally sensitive manner under varying levels of stress.
- Skilled at providing excellent customer service with discretion, patience and professionalism in person and over the phone. Demonstrated knowledge of good customer service etiquette and concepts.
- Skilled in use of a multi-line phone system as well as other office equipment including but not limited to fax machine, copiers, printers.
- Skilled in working effectively in a team environment.
- Skilled at working under pressure in a high stress environment.
- Skilled at working effectively with a diverse population.
- Skilled in the ability to handle multiple tasks and switching priorities as needed working effectively and efficiently with a high level of accuracy.
- Demonstrate organizational skills.
- Skilled in working independently with minimal supervision.
- Skilled at handling difficult interpersonal interactions with discretion and diplomacy.
- Skill in providing training.
- Dependability and accuracy a must. Candidate must have demonstrated punctuality and good attendance.
- Ability to work well with minimal supervision and within a team environment.

NECESSARY SPECIAL REQUIREMENTS: Bilingual applicants encouraged to apply.

- The selected candidate must pass a thorough background investigation.
- Employees are required to protect the privacy and security of protected health information as defined in State and Federal Law

UNION MEMBERSHIP: International Federation of Professional & Technical Engineers, Local 17, AFL-CIO

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